

INTRODUCTION

The purpose of this training manual is to provide you with an accurate, readily available source of information about SBA's programs. It is intended to provide some degree of depth about issues that we believe are of most concern to our participants. It is not intended to present the final word on all issues. District Offices are delegated full authority to approve or decline guaranteed loan requests and follow Standard Operating Procedures (SOP) Manual 50-10 in analyzing and processing individual requests. SBA's revised SOP 50 10, forms and notices can be found on the Internet at <http://www.sba.gov/banking>. In addition, the North Florida District Office's Home Page <http://www.sba.gov/fl/north> offers detailed information on SBA and other business services.

This manual also provides you with the guidelines to follow for determining eligibility of prospective borrowers, how to properly prepare and package your request for guaranty, how the North Florida District Office prefers to have your Loan Officer's Report formatted, and a copy of the Loan Authorization Boilerplate.

SBA'S MISSION

SBA is an independent Agency of the Executive Branch created by Congress in 1953 in order to assist small businesses and to promote competition in the free enterprise system. SBA is the only Federal government agency specifically designed to promote and aid the small business community. The chief official of SBA is the Administrator who is appointed by the President and confirmed by the Senate. The Administrator manages the Agency under the general direction and supervision of the President.

Most of SBA's programs are administered through partnerships between SBA and private entities. Following is a description of some of the programs available through SBA:

Financial Assistance: Provides financing needed for business development and growth. This is the largest function of SBA, in dollars and personnel. The majority of loans are guaranteed loans, whereby SBA guarantees a portion of loans made by private lenders. A small number of loans are made directly by SBA.

Procurement Assistance: Insures that small business receives a fair share of government contracts. The Federal government is the largest single purchaser of goods and services in the U.S., and SBA works to insure that small companies receive a portion of its business.

Business Development Assistance: Assists small business in the development of their managerial skills and business expertise. This management assistance is provided through an extensive network of universities, Chambers of Commerce, and SBA offices throughout the country.

Office of Advocacy: Espouses the cause of small business, explains its role and contributions to our society, and advocates programs and policies that will help small firms. The advocacy role is in close coordination with other Federal agencies, Congress and the nation's financial, educational, professional and trade institutions.

PROGRAM BENEFITS

SBA's guaranteed loan program benefits small businesses primarily by helping fund long-term loans. By participating with SBA, the Lender will be able to lend small businesses the capital required to begin or expand their operations on terms consistent with their cash needs. The guarantee program facilitates the leveraging of SBA's appropriated funds with private-sector capital, thereby enlarging the pool of funds available to small business. It is SBA's hope that this greater accessibility of capital will promote a healthy, expanding small business community and a vibrant, productive economy.

Benefits to the Lender of active participation in SBA's guaranteed loan program include:

- assist in developing new accounts
- lend in excess of legal lending limit
- collateralize Treasury Tax and Loan Accounts and municipal deposits
- help meet Community Reinvestment Act provisions
- increase profits and value of capital stock

By offering loans which are consistent with both the useful lives of the assets being financed and the ability of the customer to repay, a lender can often attract customers who have been unable to find longer-termed loans from its competitors. By receiving a longer maturity, the borrower will experience less of a drain on its working capital, thereby becoming a stronger depositor and a healthier borrower.

The SBA guaranteed portion of a loan generally is not included when calculating a lender's legal lending limit to individual or affiliated borrowers, thereby permitting larger loans than would otherwise be allowed.

While this benefit runs primarily to small banks, **all** lenders can report improved liquidity ratios, since the SBA guaranteed portion of a long-term loan is saleable and therefore carried as a **current** asset on the Lender's books. Nor is the guaranteed portion reflected as a loan in calculating the loan to deposit ratio, thereby reducing this ratio, permitting the lender to make additional loans.

Moreover, the guaranteed portion of the SBA loan can be used to collateralize Treasury Tax and Loan accounts, Federal Reserve advances, and municipal deposits. Since SBA note rates often exceed the returns on other acceptable collateral instruments for these accounts (such as Treasury bonds), profits can be enhanced by substituting the guaranteed portion of the note for the other collateral instrument.

The Community Reinvestment Act requires lenders to meet the capital needs of the community it serves. Active participation in the SBA guaranteed loan program will improve the local economy by fostering the growth of the businesses financed and the level of employment gained by that

growth. Federal examiners will often see a lender's portfolio of SBA-backed loans as demonstrating its commitment to its community.

Finally, and not unimportantly, a lender can significantly increase its profits on SBA guaranteed loans through the sale of the guaranteed portions to outside investors. An active secondary market exists for SBA-backed loans and substantial earnings can be generated by taking part in it. The Lender can sell an individual loan (guaranteed portion) or a group of loans directly to an investor. It can sell through a broker or it can sell to an organization which pools loans with similar characteristics for sale to institutional investors. The Lender negotiates the sale terms, generally receiving a premium at the time of sale and a servicing fee on the full outstanding balance during the term of the loan.

CREDIT CONSIDERATIONS

SBA, like any prudent lender, evaluates an applicant's loan proposal with the primary view of establishing repayment ability. Among the factors considered are: depth and capabilities of management, financial health as presented by reliable historical financial statements, reasonableness of loan repayment through past and/or projected earnings of the business, and any secondary means of repayment, primarily collateral. While a working knowledge of SBA's lending philosophy is best obtained through close interaction with the local office, some basic points concerning credit considerations follow.

Management is the single most important issue in evaluating the potential success of a business; yet it is the one issue that SBA is least able to analyze. While we do look at personal resumes of members of management and their personal credit information, the individuals running a business are generally much better known to the lender. For this reason we rely heavily on the lender's analysis of management's capabilities and on the documentation of that analysis submitted with the guaranty request. Management's impact on the success of the operation is a key credit consideration.

Repayment ability is evaluated through the examination of a company's past profit and loss statements and projections. Significant changes in the way the company does business, deviations from industry norms, and market and industry trends are studied. Ability to meet past obligations as agreed, particularly with the lender requesting the guaranty, is evaluated. The financial condition of the company is analyzed with consideration given to weak and intangible asset values and adjustments made, if necessary. Working capital adequacy is identified, a proforma balance sheet is prepared reflecting the company's financial position once the loan has been granted, and ratio comparisons are made with the company's own past records as well as with industry standards. Loans being used to purchase or start a business generally include comparisons with industry norms, evaluation of management's related experience, break-even analysis, and the reasonable valuation of the business being purchased.

Collateral and other secondary means of repayment are identified and evaluated. Personal guaranties of the principals owning 20% of the business are required with lesser owners sometimes being required to provide limited guarantees. Assets acquired with the loan proceeds are expected to secure the loan, while other company owned and personally owned assets of the principals would

be expected to offset any collateral deficiency, if they are available. Once all available assets have been pledged and a deficiency remains, approval of the guaranty request is still possible, if all other credit factors are positive.

MAJOR SBA LOAN PROGRAMS

The chart on the following pages summarizes the major SBA loan programs.

MAJOR U.S. SMALL BUSINESS ADMINISTRATION FINANCE PROGRAMS

FINANCE PROGRAMS	7(A) REGULAR BUSINESS LOANS	LOWDOC LOANS	DEVELOPMENT COMPANY LOANS (504)
WHO CAN APPLY	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.
PURPOSE	Fixed assets, working capital or to finance start-ups; some debt payment allowed.	Fixed assets, working capital or to finance start-ups; some debt payment allowed.	Fixed assets only – no working capital.
MAXIMUM PERCENTAGE OF GOVERNMENT GUARANTEE	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.	85%	40% of total project cost. 35% if company less than 2 yrs old or if a limited use facility. 30% if new business and limited use facility.
MAXIMUM LOAN AMOUNT	\$2,000,000 maximum; however, SBA share is limited to lesser of 75% or \$1,000,000.	\$150,000	The maximum amount of CDC/504 participation in a single project is \$1,000,000 (\$1,300,000 for projects that meet certain Public Policy Goals), minimum is \$50,000.
MATURITY	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.	10 or 20 years.
MAXIMUM INTEREST RATES	Prime plus 2-1/4% for maturities under 7 years. Prime plus 2-3/4% for maturities of 7 years or longer.	Prime plus 2-1/4% for maturities under 7 years. Prime plus 2-3/4% for maturities of 7 years or longer.	Based on current market rate for 5 and 10 year Treasury Bonds.
FEES	1% of guaranteed portion if total loan is \$150,000 or less; 2.5% of guaranteed portion if total loan is between \$150,000 and \$700,000; 3.5% of guaranteed portion if total loan is over \$700,000.	1% of the guaranteed portion.	CDC fee not to exceed 1-1/2% processing fee on SBA debenture and a .425 of 1% service fee on unpaid debenture balance (paid monthly). Total fees approximately 4 1/2% of loan amount.
SPECIAL FEATURES AND/OR REQUIREMENTS	SBA generally requires that the owner(s) inject 1/3 to 1/2 of the total assets needed to launch a new business.	Simplified application process which focuses on an applicant's character, credit and experience.	Must create or retain one job for every \$35,000 of the debenture <u>or</u> meet 1 of 9 Public Policy Goals.

MAJOR U.S. SMALL BUSINESS ADMINISTRATION FINANCE PROGRAMS

FINANCE PROGRAMS	CAPLine SEASONAL LINE OF CREDIT	CAPLine CONTRACT LOANS	CAPLine BUILDER LOANS
WHO CAN APPLY	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For construction contractors or home builders who are for profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.
PURPOSE	To finance working capital need arising from a seasonal increase in business activity.	To finance cost of labor and materials needed to perform on contract(s).	To finance acquisition, construction or renovation of residential or commercial buildings for resale (can be "specs").
MAXIMUM PERCENTAGE OF GOVERNMENT GUARANTEE	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.
MAXIMUM LOAN AMOUNT	\$2,000,000 maximum; however, SBA share is limited to lesser of 75% or \$1,000,000.	\$2,000,000 maximum; however, SBA share is limited to lesser of 75% or \$1,000,000.	\$2,000,000 maximum; however, SBA share is limited to lesser of 75% or \$1,000,000.
MATURITY	Up to 5 years on either a revolving or non-revolving basis.	Up to 5 years on either a revolving or non-revolving basis.	Up to 5 years on either a revolving or non-revolving basis.
MAXIMUM INTEREST RATES	Prime plus 2-1/4%.	Prime plus 2-1/4%.	Prime plus 2-1/4%.
FEES	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program.	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program.	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program.
SPECIAL FEATURES AND/OR REQUIREMENTS	Business must have been in operation for 12 calendar months preceding application. Each seasonal cycle must mature within 11 months of disbursement.	Contract must be assignable. Must possess ability to bid & perform contracts at a profit.	Letter of recommendation from mortgage lender, independent licensed real estate broker and independent architect, appraiser, or engineer.

MAJOR U.S. SMALL BUSINESS ADMINISTRATION FINANCE PROGRAMS

FINANCE PROGRAMS	CAPLine SMALL ASSET BASED LOAN UNDER \$200,000	CAPLine STANDARD ASSET BASED LOAN OVER \$200,000	DEFENSE LOAN AND TECHNICAL ASSISTANCE (DELTA)
WHO CAN APPLY	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	Business must meet the requirements of the 7(a) or 504 program, be defense dependent and meet 1 of 3 policy objectives (see Special Features Section).
PURPOSE	Provide a revolving line of credit to finance the cash cycle.	Provide a revolving line of credit to finance the cash cycle.	For working capital, equipment, raw materials or inventory and/or capital improvements and refinancing of current debt.
MAXIMUM PERCENTAGE OF GOVERNMENT GUARANTEE	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%	Up to 75%.	On 7(a) loans, the lesser of 80% or \$1.0 million. On 504 loans, 40% of the project up to \$1.3 million.
MAXIMUM LOAN AMOUNT	\$200,000	\$2,000,000 maximum; however SBA share is limited to lesser of 75% or \$1,000,000.	On 7(a) loans, maximum gross loan amount is \$1.25 million. On 504 loans, the maximum debenture is \$1.3 million.. If both types of loans are used, or if there is an existing SBA loan, the total amount is \$1.25 million.
MATURITY	Up to 5 years.	Up to 5 years.	Same as 7(a) or 504
MAXIMUM INTEREST RATES	Prime plus 2-1/4%.	Prime plus 2-1/4%.	Same as 7(a) or 504.
FEES	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program. Max 2% restriction on additional fees that may be charged by the lender.	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program. There are no restrictions on additional fees that may be charged by the lender.	Same as 7(a) or 504.
SPECIAL FEATURES AND/OR REQUIREMENTS	The business must demonstrate repayment ability from cash flow based on a 7 year amortization.		Policy objectives are job retention, job creation and/or plant retooling and expansion. 25% of revenues derived from DOD contracts or defense related contracts in any one of five prior operating years.

MAJOR U.S. SMALL BUSINESS ADMINISTRATION FINANCE PROGRAMS

FINANCE PROGRAMS	EXPORT WORKING CAPITAL PROGRAM (EWCP)	INTERNATIONAL TRADE LOANS	PREQUALIFICATION LOAN PROGRAM
WHO CAN APPLY	Small firms presently engaged or preparing to engage in exporting. Export Management Companies (EMC) under certain conditions.	Small business presently engaged or preparing to engage in exporting or those adversely affected by import competition.	A business must be at least 51% owned, operated and managed by women, veterans, exporters & minorities
PURPOSE	To provide funds for the manufacture or purchase of goods or services for export. To finance receivables resulting from export sales.	To finance United States-based facilities or equipment for producing goods or services for export.	Fixed assets, working capital or to finance start-ups; some debt payment allowed.
MAXIMUM PERCENTAGE OF GOVERNMENT GUARANTEE	90% up to \$1,111,111.	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.
MAXIMUM LOAN AMOUNT	\$2,000,000 maximum; however, SBA share is limited to lesser of 90% or \$1,000,000.	\$2,000,000 maximum; however, SBA share is limited to: \$250,000 for working capital and \$1,000,000 for facilities or equipment	Limited to amounts of \$250,000 or less.
MATURITY	Generally up to 12 months. Extensions to 36 months possible.	5 to 10 years for working capital, 10 to 25 years for fixed assets, including real estate.	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.
MAXIMUM INTEREST RATES	SBA imposes no interest rate ceiling on lenders.	Prime plus 2-1/4% for maturities under 7 years. Prime plus 2-3/4% for maturities of 7 years and longer.	Prime plus 2-1/4% for maturities under 7 years. Prime plus 2-3/4% for maturities of 7 years or longer.
FEES	1/4 of 1% of the guaranteed amount for maturity up to 12 months. For maturities exceeding 12 months see 7(a) Loan Program.	Same as 7(a).	1% of guaranteed portion if total loan is \$150,000 or less; 2.5% of guaranteed portion if total loan is greater than \$150,000.
SPECIAL FEATURES AND/OR REQUIREMENTS	Generally, applicants should have been in operation, though not necessarily in exporting, for 12 calendar months preceding application. Export Trading Companies having any bank ownership are not eligible for this program.	Can be combined with an EWCP loan for a total guaranty of \$1.25 million. No debt refinance and first lien position required.	Business owners work with nonprofit/for-profit technical-assistance organization (intermediary) to prepare business plan & SBA's prequalification application. Intermediary performs credit analysis & submits application to SBA. SBA reviews & makes decision regarding issuance of a prequalification letter. Intermediary will assist in locating lender.

MAJOR U.S. SMALL BUSINESS ADMINISTRATION FINANCE PROGRAMS

FINANCE PROGRAMS	SBA <i>EXPRESS</i>	SBA EXPORT EXPRESS	COMMUNITY <i>EXPRESS</i>
WHO CAN APPLY	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and cannot borrow on reasonable terms from conventional lenders without government help.	For profit businesses that qualify as small under SBA size standards and are located within specific geographic areas, usually Low and Moderate Income (LMI) areas.
PURPOSE	Fixed assets, working capital or to finance start-ups; some debt payment allowed, Revolving lines of credit.	To develop or expand a business's export market, including expansion, equipment purchases, working capital, inventory, real estate acquisitions, standby letters of credit, revolving lines of credit.	To spur economic development and job creation in LMI communities by providing loans and technical assistance. Finance fixed assets, working capital or start-ups; some debt payment allowed, revolving lines of credit.
MAXIMUM PERCENTAGE OF GOVERNMENT GUARANTEE	50%	50%	Up to 85% of loans up to \$150,000. Loans over \$150,000 may be guaranteed up to 75%.
MAXIMUM LOAN AMOUNT	\$250,000	\$250,000	\$250,000
MATURITY	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.	5 to 7 years for working capital, up to 10 years for equipment, and up to 25 years for real estate.
MAXIMUM INTEREST RATES	Up to 6.5% over prime for loans of \$50,000 or less. Up to 4.5% over prime for loans over \$50,000 up to \$250,000, regardless of the maturity of the loan.	Up to 6.5% over prime for loans of \$50,000 or less. Up to 4.5% over prime for loans over \$50,000 up to \$250,000, regardless of the maturity of the loan.	2.25% over prime for loans less than 7 years. 2.75% over prime for loans 7 years or longer. Loans under \$50,000 may be subject to slightly higher rate.
FEES	1% of guaranteed portion if total loan is \$150,000 or less; 2.5% of guaranteed portion if total loan amount is greater than \$150,000	1% of guaranteed portion if the total loan is \$150,000 or less; 2.5% of guaranteed portion if total loan is amount is greater than \$150,000.	1% of guaranteed portion if the total loan is \$150,000 or less; 2.5% of guaranteed portion if total loan is amount is greater than \$150,000.
SPECIAL FEATURES AND/OR REQUIREMENTS	Lenders use mostly own procedures and paperwork.	Lenders use mostly own procedures and paperwork.	Lenders use mostly own procedures and paperwork. Borrowers receive hands-on technical training and support through National Community Reinvestment Coalition member organizations.

We hope that the information contained in this manual will be helpful to you in better understanding SBA's programs and make completion of the paperwork related to an application package easier for you and your borrowers.

For your information and potential use, we have included three appendices in this introductory section:

Appendix A - "How to Apply for an SBA Guaranteed Loan," is a handout SBA uses for prospective borrowers who inquire about the SBA loan process. You may find this useful to use as a supplement to your own organization's materials.

Appendix B - "PropShop Web Page for Ordering SBA Publication Instructions," provides information on how to order SBA publications online.

Appendix C - "Small Business Administration Disaster Assistance Bridge Loans," provides information about how lenders can help disaster victims to tide them over until they can file an SBA Disaster Loan application.

APPENDIX A

HOW TO APPLY FOR AN SBA GUARANTY LOAN

HOW TO APPLY FOR AN SBA GUARANTEED LOAN

THE SBA GUARANTY LOAN PROCESS

1. The applicant prepares a detailed Business Plan, including, but not limited to the following:
 - a) History and/or description of business, as well as, a discussion of the market, competition and any other significant factors.
 - b) Resume for management, including education, technical and work experience.
 - c) An existing business must:
 - Furnish signed and dated historical financial information (Balance Sheet and Profit and Loss Statements) for the last three years or since the business was established, if less than three years. Federal income tax returns are acceptable, if historical financial statements are not available.
 - Furnish a signed and dated Balance Sheet and Profit and Loss Statement not more than 90 days old, with an aging of accounts receivable, payable, and schedule of note balances as of the date of the Balance Sheet.
 - Prepare and provide a statement of the amount of the loan requested and the exact purpose for which it will be used.

A new business owner must:

 - Furnish a statement of financial need, reflecting how the business will use its equity and the loan proceeds. SBA does not provide 100% financing. New business owners must provide some equity to help finance the proposed business.
- d) Provide a personal financial statement, not more than 90-days old; for each proprietor, each limited partner with 20% or more ownership interest, each general partner, or each stockholder owning 20% or more of voting stock, each corporate officer and any other person or entity providing a guaranty for the loan.

- e) Prepare a detailed projection of earnings (Profit and Loss Statement) for the first two years of the business operation after the loan is closed. Explain the basis for the projections, describe your market, the price you will charge, sales you anticipate, how product or service will be distributed and a description of your competition.
 - f) List the collateral to be offered as security for the loan with an estimate of the current market value of each item, as well as, the balance of any existing liens.
2. The applicant is required to take the above material to a lender and apply for a commercial loan. If the lender is unable or unwilling to provide the financing, the applicant should ask the lender to consider the financing with a SBA Guaranty. The lender is encouraged to contact the SBA Office - 904/443-1900 or e-mail askus@sba.gov if additional program information is needed.
 3. If the lender determines the loan request has merit, with a SBA Guaranty, the lender should submit the loan request to the lender's loan and/or credit committee. If approved, subject to SBA's Guaranty, the lender can NOW give the applicant the SBA Business Loan Application.
 4. The applicant should return the completed SBA Business Loan Application to the lender. The lender should complete the required credit analysis, review the loan application for completeness and submits to the SBA, with required supporting documents.
 5. SBA will review the application for completeness; accept for processing, if determined to be complete (if not complete, it will be returned to the lender); process; and approve or decline.

If you have any question regarding the Small Business Administration Guaranty Loan Program or any of our other programs contact our office at (904) 443-1900 or visit our web site at <http://www.sba.gov/fl/north>.

APPENDIX B

PROPSHOP WEB PAGE FOR ORDERING SBA PUBLICATIONS

PropShop Web Page for Ordering SBA Publication Instructions

Access the Internet using your Internet Service Provider and Web Browser.

1. Type the address of the PropShop - **<http://propshop.psc.gov>**
2. **Select** the tab for **Forms and Pubs** in the wheel on the main page.
3. The next page will take the user to an area where the Forms and Publications database can be searched. Toward the bottom of the page there are four input boxes (Category, Agency, Description and Product ID).

- **Agency** – allows the search to be narrower to SBA. **Click on the down arrow** in at the edge of the agency box and the menu will pull down. Scroll down and **select SBA**. The highlighted option will then stay in the box by clicking the left mouse button

Note: At the time of printing these directions only the Agency input box is working.

4. **Click search** to begin the search function.
5. The web will then take the user to an authentication screen whereby it will be required to enter a **username and password, then click on the SUBMIT** button.
 - The Username is **SBA**
 - The Password is **FIELD**

This insures that only SBA authorized persons can order forms and publications from our site.

6. The **search function then returns the list of publications available**. If SBA was selected, the entire list of SBA publications you are permitted to order will be returned.

If the publications required is not on the first page of the search results simply click the page 2 button at the bottom of the page to continue forward

You may also narrow the list using the Description or Product ID text box.

- **Product ID** – allows the search to be further refined by typing in the Product ID of the item required in the Product ID text box (note: Form Numbers can normally be found on the bottom of the form. Publication Numbers can normally be found on the last printed page and are normally two letters, followed by a dash, and four numbers).
- **Description** – allows the search to be further refined by adding a descriptive word in the description text box (i.e. publication or form title).

7. Once the required item is located **enter the amount desired** into the quantity box and click order to add the item to the shopping cart.

Note: There are **order limits** on most of the items available. If your request exceeds the amount you will be asked to lower the amount requested.

Note: Some items maybe **out of stock**. You will need to reorder at a later date. Please keep in mind it could take a month or longer for the item to be restock (especially if it needs revising.)

8. The system returns a list of all items in the cart at the top and continues on the search results page to order another item. Scroll down to find the next item, click the next page to move forward. If all required items are in the shopping cart, click Review Order or Finalize Order at the top of the page to continue.
9. If an item needs to be deleted from the order or a quantity requires changing the Review Order or Finalize Order screen will accommodate that request.
 - **To change the quantity** of an item, click in the quantity box, either click the delete button or the backspace button to erase the previous quantity, and enter the new quantity. Click to modify button to execute the change.
 - **To delete an item**, click the delete button on the row next to the item. It will then be deleted from the order completely.
10. When you have completed selecting the desired forms and publications **click Finalize** to proceed to the check out portion of the site
 - If this is the **first visit to the site**, The form that follows requires the user to enter pertinent information regarding delivery, payment, and contact information. Use the following:
 - ✓ Agency = SBA
 - ✓ Building = Other
 - ✓ Desired Delivery = Normal
 - ✓ Payment Method = Memo of Agree (MOA)
 - If the order needs to be sent to another location the form allows for alternate shipping input.
 - If this is a **subsequent visit** the system allows the user to enter their email address previously used and the system automatically pulls up the previous information in the form. Shipping information for an alternate destination can still be adjusted.
11. **Click Complete Order** at the bottom of the page when finished.
12. The system will return a thank you page as well as **send an email detailing the complete order** at the email address provided in the order. The order is complete.

APPENDIX C

SBA DISASTER ASSISTANCE BRIDGE LOANS

**Small Business Administration
Disaster Assistance Bridge Loans**

Need

- The victims of physical disasters generally need financial assistance to respond to immediate needs. For individuals who do not have resources immediately available, these needs can be met by aid from voluntary agencies (such as the Red Cross) as well as shelters, temporary housing and similar programs coordinated by the Federal Emergency Management Agency (FEMA).
- A small business will probably have the same need for immediate emergency financial assistance, however, there is no comparable assistance available. Although the SBA disaster assistance program offers long term (up to 30 years), low interest (most at 4%) loans, the SBA is generally not familiar with the particular business and, as a prudent lender, must review financial and background information before it can act on any request. The SBA's goal is to provide a decision on most disaster loan applications within 7-21 days of its receipt, but in an emergency situation, that may not be quick enough.
- The effect of not being able to immediately reopen many small businesses in a disaster situation can intensify an already bad situation with respect to employment, customer base, customer retention, etc.

Solution - Bridge Loans

- The banks in a disaster community are in an unparalleled position to fill this gap by making **bridge loans**. These are short term loans for small businesses in the disaster area that will tide them over until they can file an SBA loan application and receive our decision. It enables a small business to take advantage of immediate opportunities.
- **Bridge loans** are bank loans, not guaranteed by the Federal government or SBA. The banks in a disaster community are in the best position to know immediately the strengths and weaknesses of the overall commercial community and of the individual small businesses, particularly those that are the bank's customers.
- Providing **bridge loans** will not have any adverse affect on the disaster damaged business. It will not affect the processing of a disaster loan application by SBA and will not affect our determination of credit elsewhere available. If the bank and the disaster damaged business agree, the first disbursements of any SBA disaster loan may be used to repay the bank's **bridge loan**.
- **Bridge loans** are good for the bank's business as well as for the business community and the disaster affected community as a whole.

Process

- In the event of a disaster declaration, banks should be prepared to service the additional financial needs of small businesses in the effected area, particularly those that are its regular customers.
- SBA disaster assistance representatives will meet with the local banking community and explain the outlines and features of its disaster assistance program. While **bridge loans** are not guaranteed by SBA, lenders will be informed of the parameters of SBA's program and their actions should be guided accordingly.

**For additional information, call the SBA District Office nearest you:
North Florida Office: 904-443-1900; South Florida Office: 305-536-5521**